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**ACL #19-01**

Date: February 7, 2019

To: Community-Based Adult Services (CBAS) Center Administrators and Program Directors

From: California Department of Aging (CDA) CBAS Branch

Subject: **ADHC/CBAS Center Disaster Plan Requirements and Guidance**

Purpose

The purpose of this All Center Letter (ACL) is to notify CBAS providers about disaster plan requirements set forth in Title 22, California Code of Regulations, Section 78423. These regulations require that a licensed Adult Day Health Care (ADHC) center develop a plan to respond to disasters occurring within the center or a local disaster occurring in the community.

Overview

California has experienced environmental disasters in recent years due to wildfires and flooding which have impacted CBAS centers and their participants. In addition, CBAS providers may experience emergency situations within or on the premises of their CBAS centers due to a gas leak, fire or other causes such as workplace violence. These emergency situations and others highlight the importance for all CBAS providers to develop and maintain a disaster preparedness plan that complies with regulations, is realistic for participants receiving CBAS services and is ready for immediate implementation if and when an emergency situation or disaster occurs.

**Implementation/
Resources**

Please review the ADHC disaster plan regulations and the *CBAS/ADHC Disaster Planning Considerations and Resources* to assist you in developing your center's disaster plan. Also, please refer to [ACL #15-01 "Discharge and Incident Reporting"](#) and [Incident Reporting Requirements](#) which require reporting of unusual occurrences in the environment and CBAS facility.

As part of the disaster planning process, we recommend that CBAS providers contact their local disaster preparedness officials to discuss how their center and local officials will work together in an emergency situation, including the center's role in community disaster planning.

**Relevant State
Regulations**

Title 22, California Code of Regulations, Section 78423 (Disaster Plan)

- (a) Each center shall have a plan for a disaster occurring within the center, or a local disaster occurring in the community.
 - (b) The plan shall be in writing and shall include:
 - (1) Designation of administrative authority and employee assignments.
 - (2) Plan for evacuation or relocation of participants, including:
 - (A) Means of evacuation.
 - (B) Transportation of participants when necessary.
 - (C) Supervision of participants after evacuation or relocation.
 - (D) Means for contacting local service agencies, such as fire department, law enforcement agencies and other disaster authorities of local government.
 - (3) Plan for reception of nonparticipants dislocated by disaster and emergencies occurring outside the center.
 - (c) Each employee shall be instructed in assigned duties. Instruction shall include employee and participant practice sessions. New employees shall be informed immediately of their disaster duties, as required in the plan.
 - (d) The disaster plan shall be conspicuously posted in the center and kept up to date, and shall be subject to annual review by the appropriate fire safety and disaster authorities of local government.
- For questions about this letter, please call the CBAS Branch at (916) 419-7545.

Questions

Attachment

ADHC/CBAS Disaster Planning Considerations and Resources



ADHC/CBAS DISASTER PLANNING CONSIDERATIONS AND RESOURCES

1. Obtain Expert Input

A. As a first step in creating a viable disaster plan, obtain expert input from local disaster planning authorities and others.

- Contact the local county Office of Emergency Services listed in the phone book under County Government Offices. (In larger cities there may also be an Office of Emergency Services with a full-time Emergency Services Coordinator.)
- Obtain the name and phone number of the most appropriate Emergency Services contact person(s).
- With the assistance of your local disaster or emergency services contacts, determine the following:
 - ✓ What disaster events are most likely to occur in your community?
 - ✓ What role would your center have in community disaster efforts such as reception of nonparticipants dislocated by a disaster occurring outside the center?
 - ✓ How should the center prepare for the possibility that electricity, water, gas and/or telephone service are unavailable for short or long periods of time?
 - ✓ What community-wide emergency communication services are in place and available to the center if center electricity and telephone service are unavailable?
 - ✓ If participants need to be evacuated/relocated, who should the center contact, e.g., fire department, law enforcement agencies, other disaster authorities?
 - ✓ What specific information should be included in your disaster plan including the amount and type of emergency supplies your center should maintain?
 - ✓ What local disaster planning information/resources are available to assist you in developing your center's disaster plan?
 - ✓ Other?

B. Learn from other CBAS providers who have experienced disasters.

- Contact other CBAS providers who can share "lessons learned" from experiencing a disaster.

C. Explore online disaster planning resources.

- In addition to contacting local disaster planning officials and others, refer to the list of online resources at the end of this document.

2. Assume the Following

A. Police, fire authorities, paramedics, and other 911 first responders will be overrun the first few days in a major disaster.

- In a major earthquake, flood or fire disaster, extensive damage will occur including road closures and altered normal transportation routes. Fires, gas leaks, building collapse, freeway damage will all require emergency responses which will limit the ability of first responders to be everywhere.

B. You may be “on your own” through the initial hours or days following a major event as help may be slow in arriving.

- Your ADHC/CBAS center may be limited to working with the resources within the center or the immediate neighborhood, and your center may be needed as a local emergency shelter for others displaced by the disaster.

3. Assess Center Disaster Risks, Readiness and Resources Needed

A. Assess your center’s readiness for the types of disasters that might occur within your center or in your local community and determine how to prepare for each including identifying partners and needed resources.

- Take the time for staff to think through how the center will respond to different types of disasters and their potential threats to the safety of center participants and staff.
- Identify what will need to be done to prepare your staff, participants and the facility structure for different types of disasters.
- Discuss resources needed to prepare for and operate the center in a disaster and identify potential partners in disaster planning efforts such as local emergency service providers, local hospitals, managed care plans, participants’ caregivers/authorized representatives, others.
- Determine how to involve participants’ families/authorized representatives in disaster planning and decision making, and what their roles and responsibilities would be.

B. Assess if the center facility/structure would be safe in different types of disasters and what may need to be done for prevention.

- Do a “hazard hunt” and mitigate any obvious problems such as heavy items on top shelves and any unsecured items that might topple in an earthquake and cause injury to someone below.
- Know how and where gas, electricity and water are turned off at your center.

- Determine what security measures are in place at the center or are needed to address any potential threats to the safety of staff and participants and to provide protection.
- Identify safe exits and evacuation routes depending on the type of disaster and the mobility of participants.

C. Identify alternative methods of communication if telephone service is unavailable.

- Your center may need alternative methods for communicating with emergency service providers, other community agencies, participants' families/authorized representatives and others if power or telephone service is unavailable. Having cell phones available from different area codes may be useful. Ask your local emergency planning experts about this.

D. Consider the potential impact that disasters will have on the operations and functioning of your ADHC/CBAS center.

- Discuss how the center will protect and ensure access to the following in times of an emergency or disaster:
 - ✓ Contact information of participants/authorized representatives, staff, and local/state emergency personnel to ensure communication during and after a disaster
 - ✓ Participant medical records/electronic health records, including participant medication information
 - ✓ Participant medications if kept at center
 - ✓ Medical supplies
 - ✓ Data/information and supplies required for center operation
 - ✓ Adequate staffing
 - ✓ Other

E. Determine what basic emergency supplies will be needed for sheltering participants and staff as well as potential nonparticipants dislocated by a disaster.

- Your local emergency agency can advise you on the amount of food, water and basic supplies you should have on hand to meet the needs of participants and staff during a disaster. Food and water supply amounts should be sufficient to meet the needs of the center's average daily attendance (ADA) and the possible reception of nonparticipants dislocated by the disaster.
- Create a mechanism for monitoring/adjusting the emergency supplies according to fluctuations in center enrollment and ADA changes over time.
- The following list is not intended to be all-inclusive, although it does list many commonly recommended emergency supply items:
 - ✓ Water and food (consider the dietary needs of your participants and staff)

- ✓ Battery-powered radio
- ✓ Flashlights and spare batteries
- ✓ Battery-operated back-up lighting
- ✓ Blankets in sufficient number
- ✓ Adjustable wrench for turning off gas and water
- ✓ Plastic tape, staple gun and coverings for broken windows, etc.
- ✓ Paper cups, plates and plastic utensils
- ✓ Can opener
- ✓ If emergency food items require heating, determine a possible heat source and how to store safely.
- ✓ Toilet paper, towelettes
- ✓ Incontinence supplies
- ✓ Plastic garbage bags with ties (for sanitation uses)
- ✓ Other

The American Red Cross recommends one (1) gallon of water per person per day. How many days of supplies of food and water are recommended by your local disaster preparedness authority? Is the food and water supply sufficient for the center's Average Daily Attendance (ADA) and for center staff and possible reception of non-participants dislocated by disaster? Is the supply increased as the ADA increases? Have you created a process for monitoring the shelf life of food and water and restocking as necessary? Batteries, food supplies, water and first aid supplies may need to be replenished over time.

4. Prepare for Sheltering, Evacuating/Relocating and Transporting Participants During a Disaster

A. Determine what is needed for sheltering participants and staff at the center if evacuation is not possible due to impassable roads or other conditions.

- Consider how to make the center safe and comfortable for different types of disasters if sheltering participants and staff at the center, including how to accommodate participants and staff overnight or for several days if necessary.
- Ensure that food, water and medical supplies are available for staff and participants.
- Determine what medications are needed to store at the center in preparation for an emergency/disaster. Some participant medications may already be available at the center.
- Consider staffing needs and availability of sufficient staffing if sheltering participants at the center.

B. Determine how and where the center would evacuate, relocate and transport CBAS participants if they could not be sheltered at the center or returned safely to their homes.

- Identify transportation resources—the center’s vehicle, first responders, family/caregivers, others. Discuss transportation issues with local disaster planning officials related to evacuation and relocation of participants if needed.
- Consider the type of shelter that may be needed for medically-fragile persons. For some participants a Red Cross shelter may not be appropriate, and the participant may need services at a hospital or other shelter that offers medical or nursing services.
- Identify and document specific relocation sites with contact information that would be capable of meeting the needs of center participants.
- Communicate/coordinate with these sites as part of the disaster planning process.
- Questions to consider when identifying possible shelters to meet the needs of your participants:
 - ✓ Are the shelters physically accessible (entrances, bathrooms, sleeping areas)?
 - ✓ Is language a potential issue?
 - ✓ Are the shelter staff trained in providing medical services if needed and what type of services?
 - ✓ How will participants’ medical information be available and communicated to evacuation site staff?
 - ✓ How will the center ensure that participants’ medical records, medications kept at the center and necessary medical supplies will be transported with participants to an alternative setting?
 - ✓ Other?

C. Be prepared to receive people dislocated by local or regional disasters.

- Request guidance from local emergency services agency on the possible use of your facility for sheltering dislocated individuals.

D. Determine the ability of center staff to check on the well-being of participants who may be evacuated or relocated during a disaster.

- Consider how the center would provide supervision of participants after evacuation or relocation as indicated in the regulations if the center is not able to maintain on-site operations and bill for on-site CBAS services.

5. Designate Staff Roles and Responsibilities During a Disaster, and Provide Staff Training and Practice Sessions

A. Ensure that center staff understand and are trained in implementing their designated emergency response roles and responsibilities.

- Establish the center's administrative authority in times of an emergency/disaster.
- Identify staff roles and responsibilities in an emergency/disaster.
- Ensure new employees are assigned disaster roles and responsibilities.
- Ensure that all center staff including new staff are trained in their roles and responsibilities in preparation for potential disasters, and that the training is repeated periodically.
- Review and practice the center's disaster plan to identify additional training needs for staff and participants, and to identify any weaknesses in the plan requiring revision.

6. Write and Post the Disaster Plan

A. Write a disaster plan that addresses the types of disasters that could occur in your local community or within the center, and at minimum addresses all the elements in the regulation.

- Use the information identified in the center's disaster risk, readiness and resource assessment to develop the center's written disaster plan.
- Ensure that the center disaster plan includes the elements in Title 22, CCR, Section 78423. However, the center may include additional elements based on guidance from experts and other disaster information/resources that address the disaster planning needs of the center staff and participants.

B. Post the disaster plan at the center and routinely review and update the plan as needed.

- Ensure that the center plan is posted and updated as required in regulation.
- Modify the written disaster plan as needed to adapt to any changes in community disaster risks, community disaster planning contacts/resources, center ADA or needs of the center's participants.

7. Disaster Planning Resources (*Sample List*)

- ❖ **Planning Checklist for Rapid Emergency Response for Organizations Serving People with Disabilities (December 2018, Edition 1.4)** by June Isaacson Kailes, Disability Policy Consultant

<http://www.iik.com/pubs/Checklistrapid.pdf>

Please note: Ms. Kailes has given permission to the California Department of Aging CBAS Branch to include a link in this ACL to her planning checklist document for use by CBAS

providers in developing their disaster plans. Please adhere to the copyright information on page two of her document.

❖ **American Red Cross – Get Help, Prepare for Emergencies**

<https://www.redcross.org/get-help.html>

➤ American Red Cross – *Find Open Shelters*

<http://www.redcross.org/get-help/disaster-relief-and-recovery-services/find-an-open-shelter>

➤ American Red Cross – *Disaster Relief & Recovery Services*

<https://www.redcross.org/get-help/disaster-relief-and-recovery-services.html>

❖ **California Department of Social Services – California Disaster Help and Information Center (*Resource Guides to Disaster Assistance*)**

<http://www.cdss.ca.gov/Disaster-Help-Center>

➤ Emergency Disaster Plan for Adult Day Programs, Adult Residential Facilities, Residential Care Facilities for the Chronically Ill and Social Rehabilitation Facilities

<http://www.cdss.ca.gov/cdssweb/entres/forms/English/LIC610D.PDF>

❖ **California Department of Public Health (CDPH) – Emergency Preparedness Office (EPO)**

<https://www.cdph.ca.gov/Programs/EPO/Pages/Program-Landing1.aspx>

➤ CDPH – Be Prepared California (*Develop a Disaster Plan, Prepare an Emergency Supply Kit/Checklist and more*)

<https://www.cdph.ca.gov/Programs/EPO/Pages/BePreparedCalifornia.aspx>

➤ CDPH – Resources and Links

https://www.cdph.ca.gov/Programs/EPO/Pages/Resource_Links_Landing.aspx

❖ **California Emergency Medical Services Authority**

<https://emsa.ca.gov/>

❖ **CAL Fire**

<http://www.fire.ca.gov/>

❖ **California Office of Emergency Services (Cal OES) – Governor’s Office of Emergency Services**

<https://www.caloes.ca.gov/>

❖ **Centers for Disease Control and Prevention (CDC) - Emergency Preparedness**

<https://www.cdc.gov/>

❖ **Department of Water Resources – California Data Exchange Center**
<http://cdec.water.ca.gov/>

❖ **Federal Emergency Management Agency (FEMA)**
<https://www.fema.gov/>

➤ Individual Disaster Assistance
<https://www.fema.gov/individual-disaster-assistance>

❖ **National Council on Aging “Benefits CheckUp” – Finding Relief if You Have Been Affected by A Disaster**
https://www.benefitscheckup.org/disaster-assistance/?_ga=2.4899315.1969240759.1540923122-2085126212.1533323264#!/

❖ **Ready Campaign - Plan Ahead**
www.ready.gov

➤ Ready - Be Informed (*Types of Disasters/Emergencies*)
<https://www.ready.gov/be-informed>

✓ Active Shooter
<https://www.ready.gov/active-shooter>

✓ Earthquakes
<https://www.ready.gov/earthquakes>

✓ Wildfires
<https://www.ready.gov/wildfires>

➤ Ready – Make a Plan
<https://www.ready.gov/make-a-plan>

✓ Evacuation
<https://www.ready.gov/evacuating-yourself-and-your-family>

➤ Ready – Build a Disaster Supplies Kit
<https://www.ready.gov/build-a-kit>

➤ Ready - Emergency Alerts
<https://www.ready.gov/alerts>

➤ Ready Materials (Free)
https://www.fema.gov/media-library-data/1539107344469-a549f806ebcd3baa57fc6295e461f985/Ready_Materials_Order_Form_10.4.18.pdf